

# Enterprise Incident Report October 2011

As of 11/1/2011

Labor Commission

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.  
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Labor Commission	67	1	68
	33	0	33
Customer Company Total	67 33	1 0	68 33

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock minutes.  
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Inital Response		
	Low	Medium	MIR Total
Labor Commission	67	1	68
	3	1	4
Customer Company Total	67	1	68
	3	1	4

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Labor Commission	67 10.56	1 1.10	68 10.42
Customer Company Total	67 10.56	1 1.10	68 10.42

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Labor Commission	67	1	68
	7	0	7
Customer Company Total	67	1	68
	7	0	7

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and  
Critical within 2 clock hours.  
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Labor Commission	67 35.60	1 3.42	68 35.12
Customer Company Total	67 35.60	1 3.42	68 35.12

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### Detail

<b>INC000000340695</b>	David Lamb Application Development	Application Casey Wardle	Error Labor Commission	Utah Performance Management Low	TIR Missed: Yes TTR Missed: Yes	TIR: 696.48 TTR: 726.96
<b>INC000000340829</b>	Jeanne Long Metro A Help Desk	Application Ed Conrad	Error Labor Commission	Industrial Accident Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 698.11
<b>INC000000341523</b>	David Lamb Application Development	Application Casey Wardle	Reporting Labor Commission	Utah Performance Management Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 719.28
<b>INC000000385915</b>	Gina Spjut Metro A Desktop Support	Application Rodney Austin	Reporting Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 1.36
<b>INC000000390600</b>	Josef Sharp Metro A Help Desk	None Ed Conrad	None Labor Commission	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 158.22
<b>INC000000391865</b>	Dennis Crenshaw Help Desk	Application Eileen Dubach	Password Labor Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.43 TTR: 0.43
<b>INC000000391878</b>	Patsy Ortega Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.39 TTR: 0.68
<b>INC000000391931</b>	Brad Thurman Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.18
<b>INC000000392622</b>	Ami Windham Metro A Desktop Support	None Rodney Austin	None Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
<b>INC000000393301</b>	Monique Jackson-Williams Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Error Code Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.63
<b>INC000000393654</b>	Tonya Gallegos Metro A Help Desk	Network Ed Conrad	Error Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.07
<b>INC000000393731</b>	Dan King Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000393919</b>	Pete Groesbeck Metro A Help Desk	Network Cindy Schroeder	None Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000394146</b>	Holly Lawrence Help Desk	PC/Laptop Vicky Marrelli	Performance Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000394319</b>	Greg Wright Metro A Desktop Support	Application Rodney Austin	Error Labor Commission	Employee Gateway Low	TIR Missed: Yes TTR Missed: No	TIR: 1.20 TTR: 2.47
<b>INC000000394577</b>	Alan Hennebold Metro A Desktop Support	Application Rodney Austin	Error Labor Commission	Novell GroupWise 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.33

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<b>INC000000394614</b>	Holly Lawrence Metro A Help Desk	Network Ed Conrad	Error Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
<b>INC000000394848</b>	Rodney Sweet Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.22
<b>INC000000394932</b>	Neira Acevedo-Ramos Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Labor Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.31
<b>INC000000395210</b>	Eldon Tryon Metro C Help Desk	None Ross Owen	None Labor Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000395458</b>	Alan L Hennebold Metro A Desktop Support	Application Julie VanBeekum	Error Labor Commission	Labor System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
<b>INC000000395995</b>	Monique Jackson-Williams Metro A Help Desk	Network Liz Evans	Password Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000396196</b>	DaNise Barney Metro A Help Desk	Application Liz Evans	Password Labor Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.14
<b>INC000000396645</b>	Jonathan Taylor Metro A Help Desk	Application Cindy Schroeder	Password Labor Commission	Employee Gateway Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000396872</b>	Tonya Gallegos Metro A Desktop Support	PC/Laptop Rodney Austin	Error Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.89
<b>INC000000397049</b>	Jonathan Taylor Metro A Help Desk	Application Cindy Schroeder	Password Labor Commission	Employee Gateway Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.86
<b>INC000000397146</b>	Kerry Chlarson Metro A Desktop Support	PC/Laptop Rodney Austin	Error Labor Commission	None Medium	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.10 3.42
<b>INC000000397192</b>	Nancy Boling Metro A Desktop Support	Application Rodney Austin	Error Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.90
<b>INC000000397491</b>	Dave Bloomfield Help Desk	Application Brenda Treadway	Password Labor Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.08
<b>INC000000397872</b>	David Lamb Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 1.50
<b>INC000000398000</b>	Alan L Hennebold Metro A Desktop Support	None Rodney Austin	None Labor Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.45
<b>INC000000398440</b>	Alan L Hennebold Metro A Help Desk	Network Liz Evans	Password Labor Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000398452</b>	Alan L Hennebold Metro A Help Desk	Application Ed Conrad	Password Labor Commission	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000398571</b>	Dennis Crenshaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000398978</b>	Neira Acevedo-Ramos	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.43
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: Yes	TTR: 8.07
<b>INC000000399045</b>	Dennis Crenshaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.08
<b>INC000000399078</b>	Richard McMullen	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.18
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: Yes	TTR: 6.50
<b>INC000000399639</b>	William Adams Jr	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000399648</b>	William Adams Jr	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000399783</b>	Catherine Van Duser	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.08
<b>INC000000399984</b>	Kenney Christensen	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000400281</b>	Jamie Kittrell	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR: 0.39
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.39
<b>INC000000400422</b>	Monique Jackson-Williams	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000401269</b>	Bobbi Smith	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.15
<b>INC000000401592</b>	Connie Zaccheo	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.17
<b>INC000000401711</b>	David Lamb	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000401855</b>	Holly Lawrence	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000401878</b>	Gabriella Salazar	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.36
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.40
<b>INC000000402215</b>	Dennis Crenshaw	None	None	Employee Gateway	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000402283</b>	Catherine Van Duser	Network	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00



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<b>INC000000402431</b>	Catherine Van Duser Metro A Desktop Support	Application Julie VanBeekum	Error Labor Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.90
<b>INC000000402490</b>	Holly Lawrence Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000403163</b>	Louis Silva Application Services	Mobile Devices Danielle Hood	Error Labor Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.85 6.57
<b>INC000000403420</b>	Louis Silva Metro A Desktop Support	Application Nancy Hachmeister	Error Labor Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 1.84
<b>INC000000403620</b>	William Barlow Voice Operations	Telecom Romanza Hamblin	Voice Mail Labor Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.55
<b>INC000000403788</b>	Judith Alt Metro A Desktop Support	Network Nancy Hachmeister	Error Labor Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.59
<b>INC000000404256</b>	Louis Silva Metro A Desktop Support	None Julie VanBeekum	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000404698</b>	Evelyn S Partner Metro A Desktop Support	Network Nancy Hachmeister	Password Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000404775</b>	Donald Walker Metro A Help Desk	Application Ed Conrad	Error Labor Commission	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
<b>INC000000404872</b>	Tonya Gallegos Metro A Desktop Support	Application Nancy Hachmeister	Error Labor Commission	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 1.51
<b>INC000000405085</b>	Louis Silva Metro A Desktop Support	None Julie VanBeekum	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000405100</b>	Louis Silva Help Desk	None Sarah Johnson	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.26
<b>INC000000405292</b>	Karla Staker Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.59
<b>INC000000405380</b>	Louis Silva Metro A Desktop Support	Network Julie VanBeekum	Error Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
<b>INC000000405916</b>	David Lamb Metro A Help Desk	Application Cindy Schroeder	Password Labor Commission	Action Request System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000406639</b>	Shaheen Safiullah Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Error Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.35
<b>INC000000406674</b>	Christin Torres Metro A Desktop Support	None Nancy Hachmeister	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000407476	Lawnie Nebeker	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Resolved	TTR Missed: No	TTR:	0.04